

PRACTICE POLICIES

PATIENT CONFIDENTIALITY

The Practice recognises the right of every patient to have information about themselves kept secure and private. Any information given to any member of staff will remain confidential and will not normally be disclosed without the patient's permission.

Full details of our Confidentiality Policy (including details of those persons/organisations who may have access to patient information) are available from Reception.

FREEDOM OF INFORMATION ACT

The Freedom of Information Act 2000 gives the public a right of access to all types of information held by Public Authorities, including the Health Service.

As required by the Act, Crickhowell Group Practice maintains a Publication Scheme, which is a guide to the classes of information we intend to routinely make available.

Please ask at reception if you require a copy of the Publication Scheme. Please note there will be a small charge for any information provided under the Act.

COMPLAINTS PROCEDURE

The doctors and staff aim to offer a high standard of service to our patients and hope you will never have cause for serious complaint. If, however, there are occasions where you feel you need to make a complaint, please contact the Practice Manager or their deputy. If you would like a copy of our Practice Complaints Procedure, please ask at Reception.

VIOLENCE & ABUSIVE BEHAVIOUR

For patients visiting and staff working at the Health Centre we aim to provide a safe, comfortable and welcoming environment. If any patient feels they have been treated unfairly or inappropriately, they should ask to speak to the Practice Manager.

However, violence (including shouting or swearing) directed at other patients or Practice staff will not be tolerated under any circumstances. Offenders will be asked to leave the building immediately and may also be removed from the Practice List.

MOBILE PHONES

Please ensure that mobile phones are switched off when in the surgery building as they may interfere with sensitive medical equipment.

SMOKING

None of the doctors or nurses in this Practice smoke. They believe that smoking causes illnesses and death.

IF YOU SMOKE WE STRONGLY ADVISE YOU TO STOP

See the nurse if you would like help, advice or a prescription for nicotine replacement. Please note there is a strict no-smoking policy throughout the Health Centre premises.

HOW TO REGISTER AS A PATIENT

If you have moved into our Practice area, you can register as a patient by completing a New Patient Registration Form, supplies of which are available from the Reception Desk.

All newly-registered patients are encouraged to participate in a New Patient Health Check.

RIGHTS & RESPONSIBILITIES

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim.

The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends on an understanding of each other's needs and co-operation between us.

OUR RESPONSIBILITY TO YOU:

- ❖ You will be greeted courteously.
- ❖ You have a right to confidentiality.
- ❖ You have the right to see your medical records subject to the limitations of the law.
- ❖ You will be seen the same day if your problem is urgent.
- ❖ You will be informed if there will be a delay of more than 20 minutes for your appointment.
- ❖ You will be referred to a consultant when you and your GP agree that it is necessary.
- ❖ You will be given the result of any test or investigation on request or at your next appointment.
- ❖ Your repeat prescription will be ready for collection within 48 hours of your request.
- ❖ Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly.

YOUR RESPONSIBILITY TO US:

- ❖ Please treat all surgery staff with courtesy. Remember they are working under doctors' orders.
- ❖ Do not ask for information about anyone other than yourself.
- ❖ Tell us of any change of name or address, so that our records are accurate.
- ❖ Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery.

Please attend appointments on time or give the Practice adequate notice if you wish to cancel. Someone else could use your appointment.
- ❖ An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made.
- ❖ Please allow sufficient time for your consultant's letter or the results of any tests to reach us.
- ❖ Use the tear off slip to request your repeat prescription whenever possible. Please attend for review, when asked, before your next prescription is due.

You can help us by letting us know when you are not happy with the services we provide or if you have useful comments about how they can be improved.

A suggestion box is available for your contributions to improving our service.

USEFUL TELEPHONE NUMBERS

HOSPITALS

Nevill Hall, Abergavenny 01873 732732
Brecon Hospital 01874 622443
Royal Gwent, Newport 01633 234234
University Hospital of Wales 02920 747747
Velindre 02920 615888

CHEMISTS

Boots Pharmacy, Crickhowell 01873 810268
Williams, Gilwern 01873 830647
Waitrose, Abergavenny 01873 850702

OTHER NUMBERS

NHS Direct 0845 46 47
NHS Direct website www.nhsdirect.wales.nhs.uk

Social Services - Powys People Direct 01597 827666
Social Services- Monmouthshire switchboard 01633 644644

Powys Local Health Board: 01874 711661
*Glasbury House, Bronllys Hospital
Bronllys, Brecon, Powys. LD3 0LS*

Aneurin Bevan University Health Board 01633 436700
*Headquarters, St Cadoc's Hospital, Lodge Road
Caerleon, Newport, NP18 3XQ*

Ty Illtyd Mental Health
Resource Centre (Powys) 01874 615050

Community Health Council /
Focus on Health Group 01874 624206

Powys LHB non-emergency transport 0845820 1234
Powys Drug & Alcohol Centre - Kaleidoscope 01874 622333



CRICKHOWELL GROUP PRACTICE

Main Surgery:

**War Memorial Health Centre
Beaufort Street,
Crickhowell
Powys
NP8 1AG**

**Tel: 01873 810255
Fax: 01873 813222**

Branch Surgery:

**Belmont Surgery Main Road
Gilwern
Abergavenny
Monmouthshire
NP7 0AU**

**Tel: 01873 830589
01873 831362
Fax: 01873 831347**

www.crickhowellhealthcentre.co.uk

